Evaluation, Trials and Studies Coordinating Centre

NHS
National Institute for Health Research

TECHNICAL SUPPORT ISSUES FOR USING THE NETSCC MIS

This document covers browser-related issues you may have when using NETSCC MIS:

Cookies – use of cookies in the NETSCC MIS (essential!)

Popups – screens don't appear when expected

Downloads – you can't download because the screen disappears

Spell Checking – checking spelling as you enter text in text boxes

Text Box Entry – resizing text boxes checking spelling as you enter text in text boxes

Viewing PDFs Split Screen – view different parts of the PDF side by side in Adobe

PDF Bookmarks – using bookmarks to navigate a PDF file

Upload File Sizes – reducing the size of uploaded documents and files

Cookies

Cookies are small files which are put on your hard drive by a web application usually to store your name, preferences etc. They are not programs and they are harmless. The NETSCC MIS uses cookies to store information about the MIS session. If cookies are switched off you will be unable to logon to the NETSCC MIS; in Internet Explorer and Firefox when you click the Log In button the username and password you entered will disappear and you will not be logged in. In Google Chrome you will get a picture of a cookie with a red cross (see below) in the web address bar.
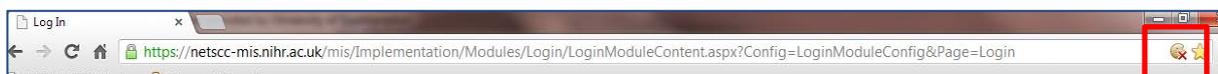
To switch on cookies,

Microsoft Internet Explorer 9 (IE 9) & 10 (IE10)

1. Open Internet Explorer 9 or 10, select the 'Gear-wheel' icon at the top right of the browser window.
2. Click '**Internet Options**'.
3. Select the '**Privacy**' tab in the 'Internet Options' dialog box.
   i. To allow cookies only from the NETSCC MIS website move the slider to High and then click on **Sites**. In 'Address of website' add https://netscc-mis.nihr.ac.uk and click on Allow. Click **OK**.
   ii. Alternatively to allow cookies from other websites as well move the slider to Medium.

4. Click **OK**.
5. Close Internet Explorer and then reopen it so that the setting change can take effect.

Microsoft Internet Explorer 8 (IE 8)

1. Open Internet Explorer 8, select '**Tools**' and then choose '**Internet Options**'.
2. Select the '**Privacy**' tab in the 'Internet Options' dialog box.
   i. To allow cookies only from the NETSCC MIS website move the slider to High and then click on **Sites**. In 'Address of website' add https://netscc-mis.nihr.ac.uk and click on Allow. Click **OK**.
   ii. Alternatively to allow cookies from other websites as well move the slider to Medium.
3. Click **OK**.
4. Close Internet Explorer and then reopen it so that the setting change can take effect.

Mozilla Firefox

1. Click Firefox menu.
2. Select **Options** and **Options** again.
3. Click **Privacy**.
   i. Change the History setting to Firefox will 'Use Custom settings for history'. Select the checkbox labelled 'Accept cookies from sites'.
   ii. Alternatively to allow cookies only from the NETSCC MIS website, ensure the 'Accept cookies from sites' is unticked and click on Exceptions. In 'Address of website' add https://netscc-mis.nihr.ac.uk and click on Allow and Close.
4. Click **OK**.

Google Chrome

1. Click the wrench icon or the ≡ icon on the browser toolbar.
2. Select **Settings**.
3. Click **Show Advanced Settings**.
4. In the 'Privacy' section, click on **Content Settings**.
   i. In the **Cookies** section, select **Allow local data to be set (recommended)**.
   ii. Alternatively to allow cookies only from the NETSCC MIS website select **Block sites from setting any data** and click Manage exceptions. In the Add a new hostname pattern box enter https://netscc-mis.nihr.ac.uk, in Behavior choose Allow and click Done.
5. Click Done.
6. Close the Settings tab.

Popups

Popups are used in the NETSCC MIS to provide additional screens, for example when you ask for a pdf. If popups are switched off, some functionality will not work. Therefore, popups need to be enabled for the NETSCC MIS web address (pop ups can be enabled for specific websites).

To enable popups for the NETSCC MIS;

**Microsoft Internet Explorer 9 (IE 9) & 10 (IE10)**

1. Open Internet Explorer 9 or 10, select the 'Gear-wheel icon at the top right of the browser window.
2. Click '**Internet Options**'.
3. Select the '**Privacy**' tab in the 'Internet Options' dialog box.
4. If there is a tick against 'Turn on Pop-up Blocker', click on Settings and add netscc-mis.nihr.ac.uk to the 'Address of website to allow' box and press Add.
5. Click on the 'Close' button and then select 'OK' to apply your selected preferences.

Microsoft Internet Explorer 8 (IE 8)

1. Open Internet Explorer 8, select 'Tools' and then choose 'Pop Up Blocker' and 'Pop-up Blocker Settings'.
2. In 'Address of website to allow' enter netscc-mis.nihr.ac.uk and click Add.
3. Click Close.

Mozilla Firefox
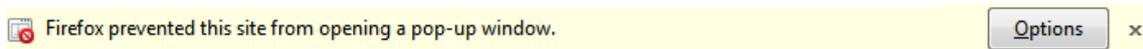
1. Click Firefox menu.
2. Select **Options** and **Options** again.
3. Click **Content**.
4. To allow pop-ups from the NETSCC MIS website in future click on Exceptions next to Block pop-up windows and add https://netscc-mis.nihr.ac.uk to the 'Address of website' box and click on the Allow button.
5. Click **Close**.
6. Click **OK**.

Google Chrome
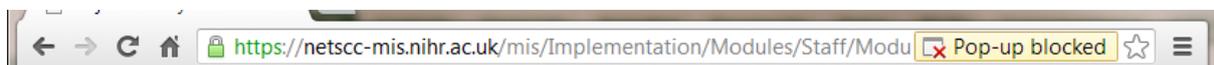
1. Click the wrench icon or the ≡ icon on the browser toolbar.
2. Select **Settings**.
3. Click **Show Advanced Settings**.
4. In the 'Privacy' section, click on **Content Settings**.
5. Scroll down to Pop-ups and click **Manage Exceptions**.
6. In the Add a new hostname pattern box enter https://netscc-mis.nihr.ac.uk, in Behavior choose Allow and click Done.
7. Click Done.
8. Close the Settings tab.

Can't Download Files

In some cases, when you try and download something from the NETSCC MIS, the screen does not display the downloaded document.

Microsoft Internet Explorer 9 (IE 9) & 10 (IE10)

1. Open Internet Explorer 9 or 10, select the 'Gear-wheel icon at the top right of the browser window.
2. Click '**Internet Options**'.
3. Select the '**Security**' tab in the 'Internet Options' dialog box and click the Custom Level button.
4. Scroll down the list to the Downloads section and ensure that Enable is selected for the File download option (and also the Automatic prompting for file downloads option, if listed).
5. Click **OK** and **OK** again.

Microsoft Internet Explorer 8 (IE 8)
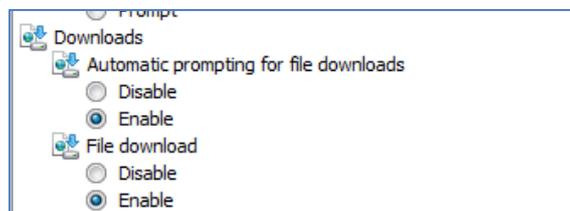
1. Open Internet Explorer 8, select '**Tools**'.
2. Click '**Internet Options**'.
3. Select the '**Security**' tab in the 'Internet Options' dialog box and click the Custom Level button.
4. Scroll down the list to the Downloads section and ensure that Enable is selected for the 'Automatic prompting for file downloads' and 'File download' options.
5. Click **OK** and **OK** again.

Mozilla Firefox

1. Click Firefox menu.
2. Select **Options** and **Options** again.
3. Click **General**.
4. Select the radio button for "Always ask me where to save files".
5. Click **OK**.

Google Chrome

1. Click the wrench icon or the ≡ icon on the browser toolbar.

2. Select **Settings**.
3. Click **Show Advanced Settings**.
4. In the Downloads section, tick "Ask where to save each file before downloading".
5. Close the Settings tab.

Spell Checking

As an application delivered through a web browser, the NETSCC MIS does not have an inbuilt spell checker. However, spell checking is available in a number of browsers including

- Mozilla Firefox
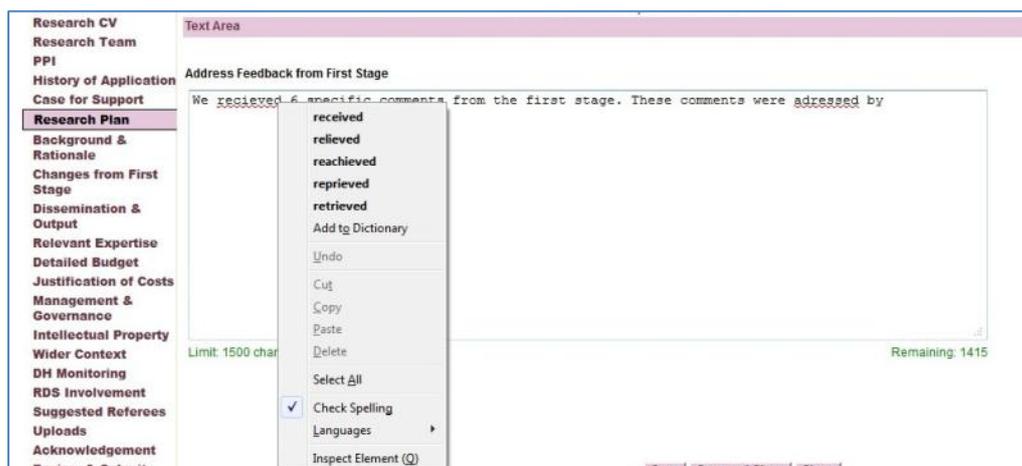- Google Chrome
- Microsoft Internet Explorer 10

The spell checking facility is similar to the Microsoft Word interface (red underline with right click spelling suggestions).

Microsoft Internet Explorer 10 (IE10)
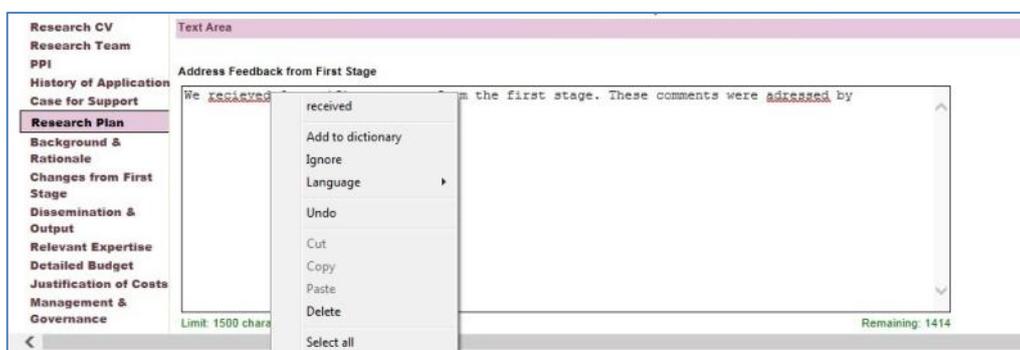
Versions of Internet Explorer prior to version 10 do not have a spell checking facility but free spell checkers that work with IE are available to download from the internet for personal use. However, they are not available free for commercial use and most HEIs/NHS probably have their browsers locked down so downloading spell checking software may not be an option.

Mozilla Firefox

Google Chrome
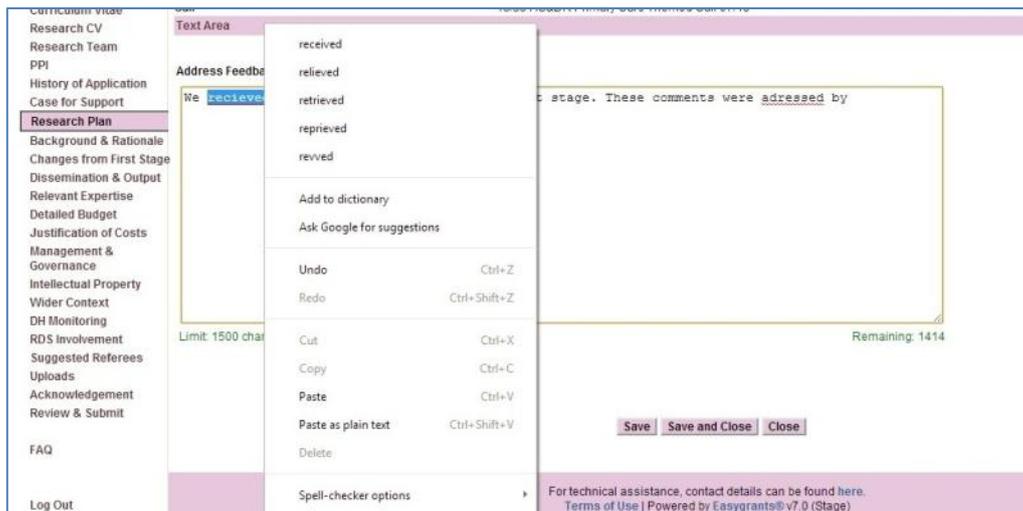
Text Box Entry

Many NETSCC MIS text boxes allow a large number of characters but the entry box is quite shallow. In Firefox and Chrome the text entry boxes can be resized on screen by moving the bottom right corner. The text box returns to its normal size when the SAVE button is pressed. Internet Explorer does not have this feature.
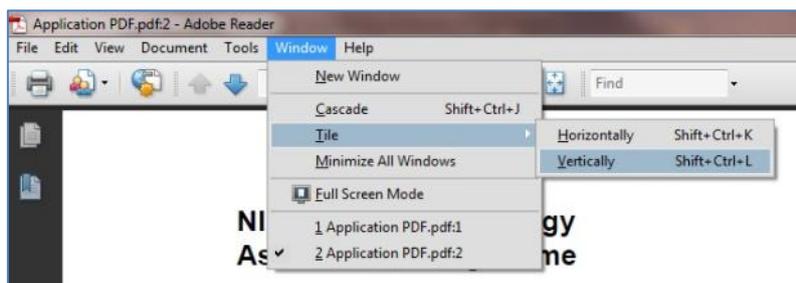
Mozilla Firefox
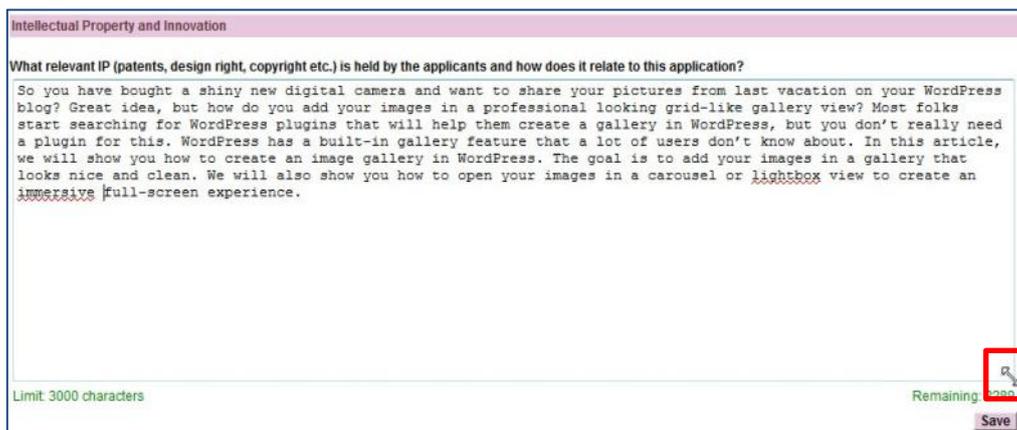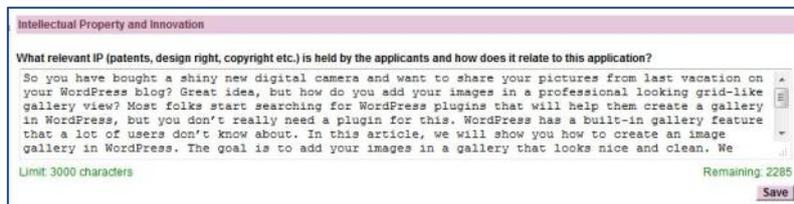
Google Chrome
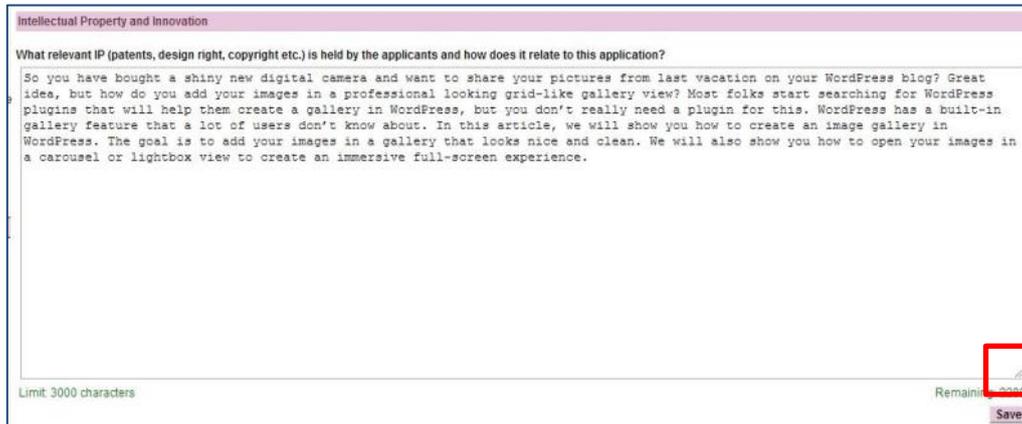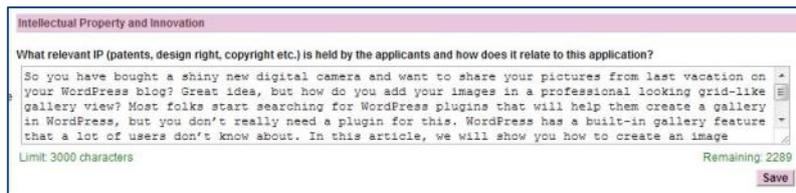
Viewing PDFs Split Screen

Sometimes you may want to see 2 parts of the PDF at the same time so you can compare sections on the screen without printing off the whole PDF.

Adobe Reader

1. Select Window from the Adobe Reader menu and choose New Window.
2. Select Window again and choose Tile > Horizontally or Tile > Vertically as required.

Adobe Acrobat Pro

Either

1. Select Window from the Adobe Acrobat Pro menu and choose Split.
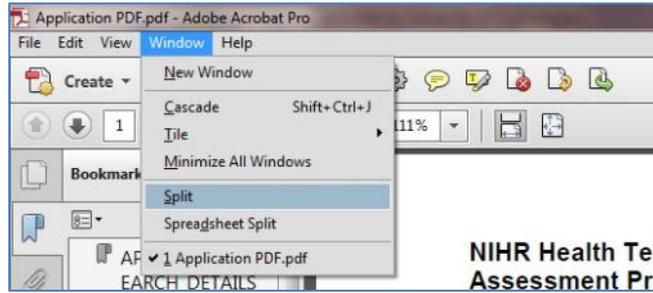
Or

1. Select Window from the Adobe Acrobat Pro menu and choose New Window.
2. Select Window again and choose Tile > Horizontally or Tile > Vertically as required.

PDF Bookmarks

To help you navigate around a PDF, bookmarks have been set up within each PDF document. How they work depends on which Internet browser you are using.

When you use a bookmark to navigate to another page the display will automatically default to display it full page whatever display setting you had when first opening the PDF.

These instructions assume that you have Adobe Reader or Adobe Acrobat Pro on your PC.

1. If the bookmarks are not displayed click the Bookmarks icon.

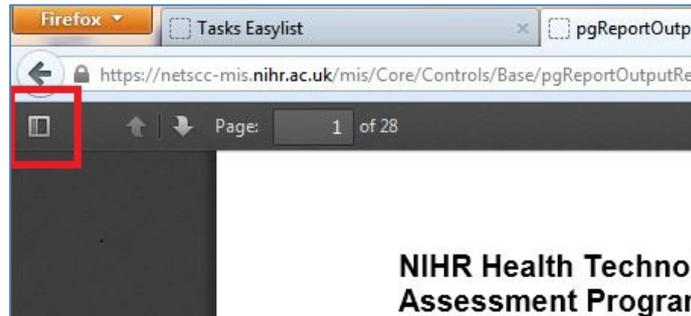**Microsoft Internet Explorer (All Versions)**
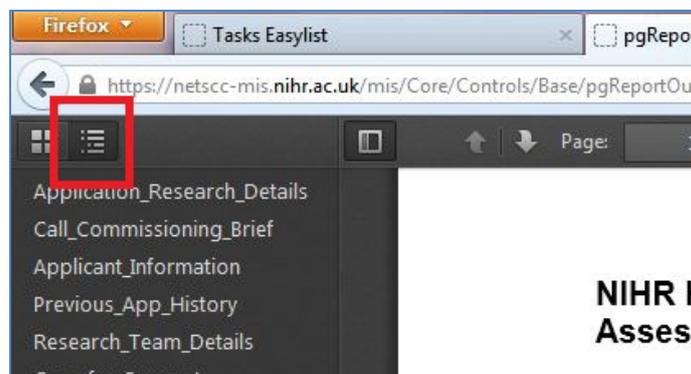
Adobe Reader
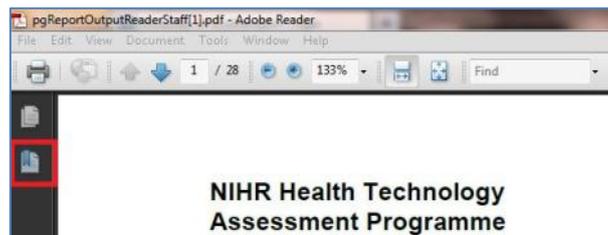
Adobe Acrobat Pro
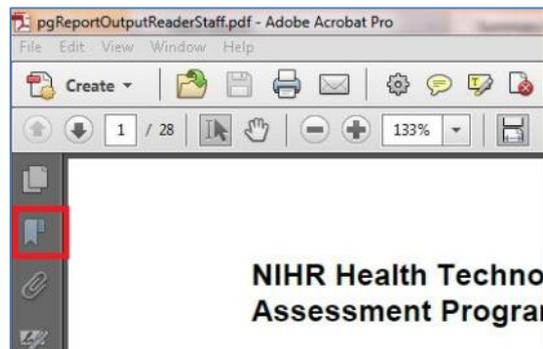
Mozilla Firefox

1. In Firefox by default PDF viewing is set to "Preview in Firefox" (you can change this setting to view in Adobe if you wish).
2. When the PDF opens click the Toggle Sidebar icon (at top left of screen).


3. Then click the Show Document Outline icon.

4. Sometimes in Firefox when you click on a bookmark it takes you to the page after the one you should have been taken to. If this happens you will need to scroll up one page to view the page you actually wanted.

Google Chrome

1. In Google Chrome by default PDF viewing is set to use Chrome's PDF viewer (you can change this setting to view in Adobe if you wish by disabling the Chrome PDF viewer).
2. Chrome PDF viewer does not display bookmarks so when the PDF opens click the Open in Adobe Reader icon (top right of screen) and choose Open in Adobe Reader.
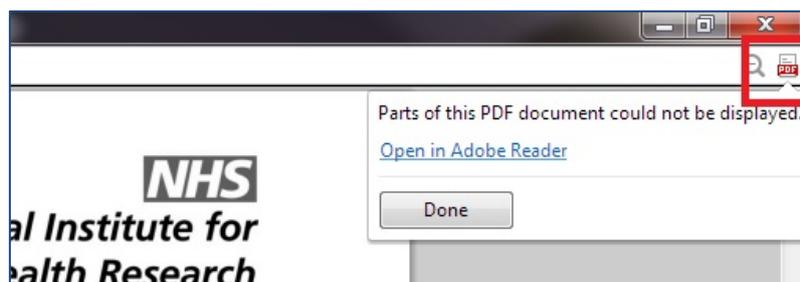
Reducing Upload File Sizes

Convert Documents and Files to PDF Before Uploading

Documents and files created using Microsoft Office 2007 (Word, PowerPoint, Excel etc.) and later can be easily saved in PDF format, reducing the file size.
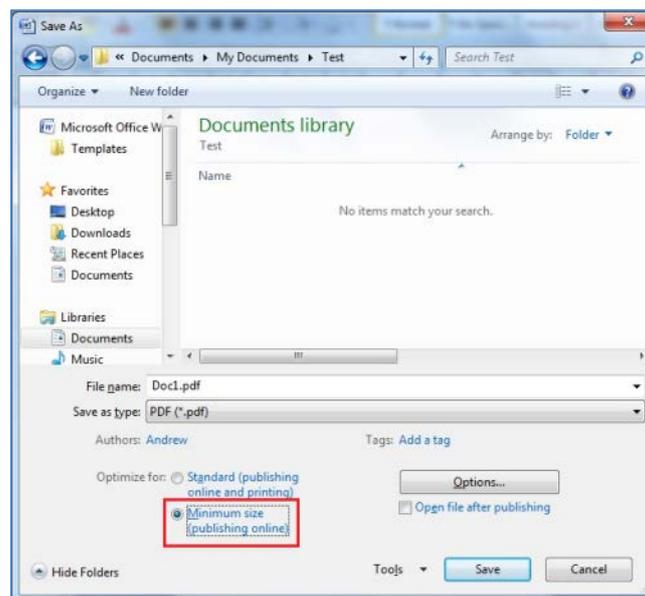
For earlier versions of Microsoft Office there is Freeware software called CutePDF Writer that can be downloaded from the internet to convert a document to a PDF.

Microsoft Office 2007 (Word, PowerPoint, Excel)

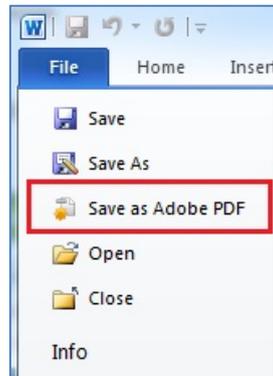1. Select 'File' then 'Save As' and select PDF or XPS option
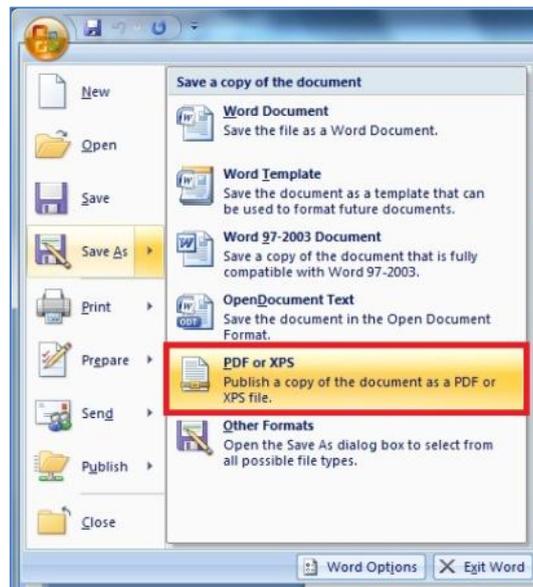
2. On the 'Save As' window select the 'Minimum size (publishing online)' radio button and click 'Save'.

*Microsoft Office 2010 (Word, PowerPoint, Excel)*

1. If Save as Adobe PDF is an option on the file menu you can use this to convert your file directly to a PDF.


2. If you have not already saved a Word version of the document you will be prompted to save it as a Word file first, and then asked for a PDF filename and save location.
3. The document will then be converted to a PDF.

4. If you do not have the Save as Adobe PDF option, then select 'Save As'.
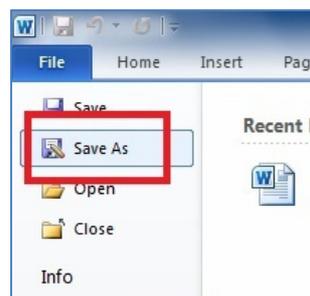
5. Select PDF from the drop down list.
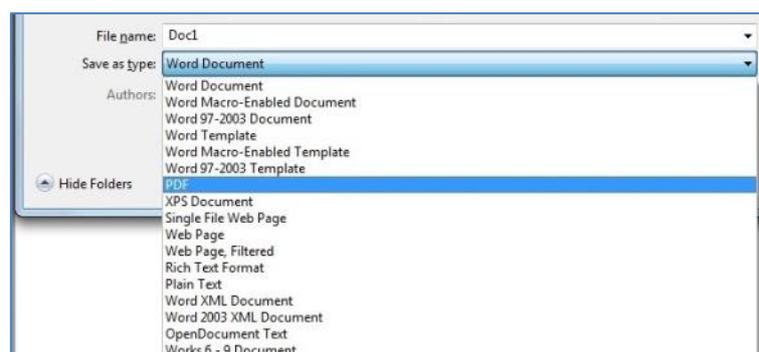
6. On the 'Save As' window select the 'Minimum size (publishing online)' radio button and click 'Save'.
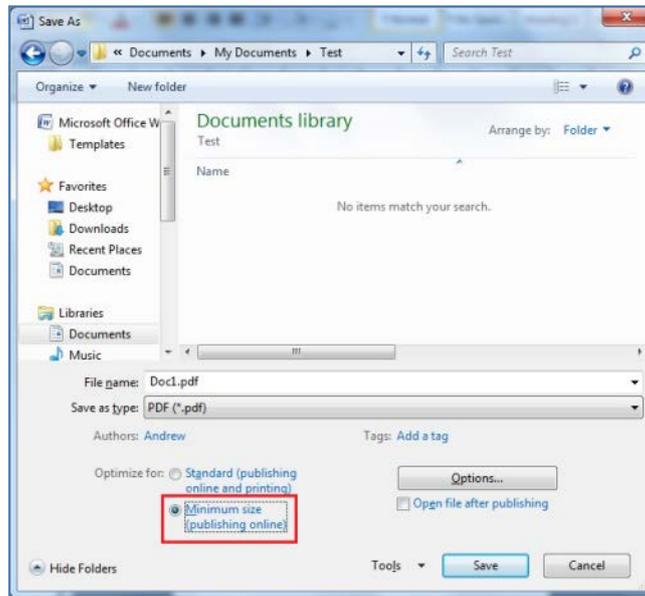
Compress Pictures and Images

Putting images into a Microsoft Word document or PowerPoint presentation can often make it very large. There are several ways to ensure that it isn't any bigger than it needs to be while still maintaining good quality images. The instructions are the same for Microsoft Word and PowerPoint. (Office 2007 and later).

- Ensure that your images are in JPEG or GIF format.
- Images can be reduced within Word/PowerPoint by using the Compress Pictures facility.

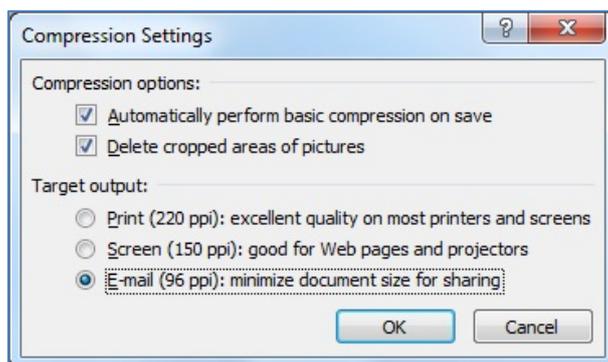*Microsoft Office 2007 (Word, PowerPoint)*

1. Select one of the images/pictures in your document.
2. Click on the 'Picture Tools' option that appears on the Toolbar.
3. Click on 'Compress Pictures'.

4. Leave the 'Apply to selected pictures only' option unticked.
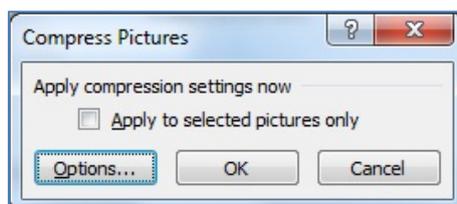
5. Click on 'Options' to open the Compression Settings window.
6. Ensure both items in the Compression options section are ticked.
7. Select the 96 ppi option as this is still good enough resolution for MIS documents and click OK.
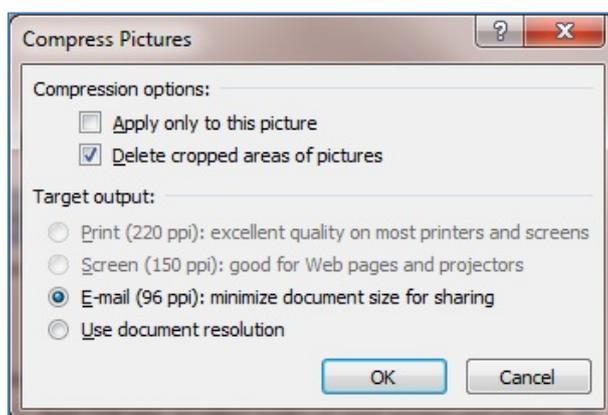
Microsoft Office 2010 (Word, PowerPoint)

1. Select a picture. Click on the 'Picture Tools' option that appears on the Toolbar.
2. Click on 'Compress Pictures'.
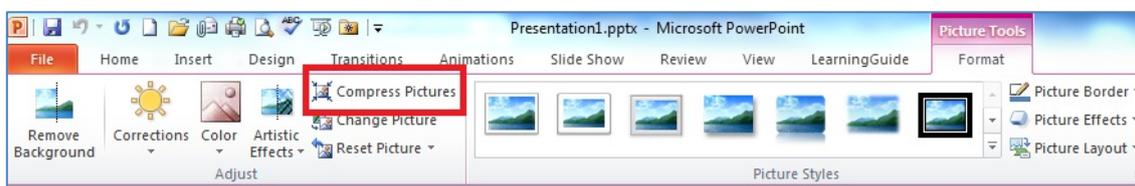
3. Untick 'Apply only to this picture' and ensure that 'Delete cropped areas of pictures' is ticked.
4. Select the 96 ppi option as this is good enough resolution for MIS documents and click OK.

Scanned Documents

When scanning documents the final image should be monochrome rather than colour and you should select a maximum of 200 dpi resolution.

Save any scanned images to PDF i.e. scan to PDF file format if possible.

This is one of a number of technical support documents available for researchers using the NETSCC MIS. Further technical support documents can be found at on the NIHR website

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